



Process of Appeal

Purpose:

To provide any Medicaid beneficiary or physician provider receiving an initial denial notice regarding a prior authorization request for prescription drugs, the opportunity to request an appeal of the decision.

Reviewing Personnel:

Clinical Specialist

Policy:

The request for an appeal must be submitted to DOM Pharmacy PA Unit by mail or fax within thirty (30) working days from the date of the denial notice. The Medicaid beneficiary or physician may submit a written request or an appeal request form. The Medicaid beneficiary or physician is encouraged to submit any additional information which may affect the appeal review determination.

Requests should be forwarded to:

Division of Medicaid (DOM)
Bureau of Pharmacy
550 High Street, Suite 1000
Jackson, MS 39201
Attention: Appeals Coordinator; or
Fax: 1-877-537-0720

After the request for an appeal is received, the DOM appeals coordinator will review the appeal and make a determination within three (3) working days. If that appeal is denied, the independent contracted appeals entity will make a determination within seven (7) working days.

Procedure:

1. When the appeal is received the original record will be accessed. The documentation and additional correspondence or information will be reviewed.

2. The appeal review will be performed by a pharmacist who is:
 - Not associated with the original denial;
 - Not related to the beneficiary; and
 - Not responsible for the care of the beneficiary.
3. The pharmacist will consider the appeal determination with three (3) working days.
4. The independent contracted appeals entity upon denial from the DOM appeals coordinator will make a determination within seven (7) working days:
 - The beneficiary will be notified in writing of the outcome of the appeal. Information and instructions regarding the beneficiary's right to an Administrative Appeal with the DOM will be included with the notice (See Attachment I);
 - The Physician will be notified in writing of the outcome of the appeal and will be given an explanation of the reason(s) if the denial is upheld; and
 - If the denial is reversed, during the Administrative Appeal process and the prescription is approved, a letter of notification will be sent to the physician and the beneficiary.

In an emergency situation, the DOM will allow for a 72 hour supply of medication.